

TCHC GROUP LIMITED

OPERATIONS/DEPARTMENTAL MANAGER

LEVEL 2 STANDARD

ABOUT US

TCHC Group Limited have been a leading provider of skills training and provision for 17 years, delivering our vision of transforming the lives of individuals by being the first-choice provider for exceptional provision of employment, skills, apprenticeships and business support.

To date, we have helped 270+ employers to access our apprenticeship services and 1000+ apprentices to develop their careers.

What is an Apprenticeship?

An apprenticeship is a form of employment while studying for a core set of skills that will upskill an individual and provide them a qualification that can help boost their career goals. As an employee, an apprentice is entitled to the same rights as a contracted employee with full time pay (wage is determined by the employer) with holiday leave and statutory sick pay.

What is Operations/Departmental Manager?

This Apprenticeship is designed for Operations / Departmental Managers that manage teams and projects and are looking to develop their theoretical understanding of management skills. You will be responsible for planning, delivering and achieving departmental goals and objectives.

Typical Job Roles

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager
- Specialist Manager

ELIGIBILITY:

- Candidate must have resided in the EU for the last 3 years
- Must be employed working at least 30 hours
- Must not be enrolled in any other type of government funded training
- Must not have attained a qualification that supersedes the desired apprenticeship programme

DELIVERY MODEL

Where does the programme take place:

Currently remote delivery through Microsoft Teams.

When are sessions booked:

1st session booked at induction and then after previous sessions.

Is there a schedule for the entire programme:

No dedicated schedule for the whole programme regarding dates and times as typically we arrange sessions after the previous session. We will have lesson plans scheduled for each session but this is only viewed by the Learning Coach.

Frequency of sessions:

Once a month, typically 3 hours per session.

CONTENT

Knowledge, Skills and Behaviours (KSB's) are the main aspects of assessing an apprentice's competency within their occupation of employment.

Knowledge

- Organisational Management
- Project Management
- Finance
- Leading People
- Managing People
- Building Relationships
- Communications
- Self Awareness
- Management of Self
- Decision Making

Skills

- Operational Management
- Project Management
- Finance
- Leading People
- Managing People
- Building Relationships
- Communication
- Self-Awareness
- Management of self
- Decision Making

Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

Functional Skills

If you do not have a maths and English GCSE grade C or above they will be required to complete Functional Skills maths and English at level 2 during the Apprenticeship.

Any opportunity to apply to a recognised body within the profession.

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

20% OFF THE JOB

All Apprentices must have a minimum of 20% off-the-job training which needs to be completed within working hours. If training must, by exemption, take place in an evening, or outside of contracted hours, we would expect this to be recognised (for example, through time off in lieu). Your TCHC Dedicated Account Manager will help you agree the off-the-job training before the start of the apprenticeship.

COURSE OUTLINE

1 Initial Assessments Pre-enrolment

Initial Assessments
English & maths

Operations/Departmental Manager Entry Assessment

2 On-programme Learning Month 0-18

Knowledge, Skills and Behaviours

Functional Skills:*
English Level 2
Maths Level 2

3 Gateway Month 18

Attained at least the minimum knowledge, skills and behaviours detailed in the Standard

Successful completion of a work-based assignment covering all three units

Achieved Functional Skills certificates at level 2 for English and maths*

4 End Point Assessment (EPA) Month 19-24

Professional Discussion
(underpinned by a portfolio of evidence)

Project proposal, presentation
and presentation

*if you have already achieved GCSE grade C/grade 4 or above in English and maths, you may be exempt from this element.

END POINT ASSESSMENT (EPA)

The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a digital marketer and will be facilitated by an independent End Point Assessment Organisation (EPAO). Your employer and TCHC Learning Coach will guide you through your EPA and advise you on the best approach to take towards your assessment.

What does the EPA consist of?

For the Operations/Departmental Manager Level 5 course, you are required to complete two assessments. The two methods of assessment will build a cumulative picture of how well you have met the requirements of the apprenticeship standard. The overall grade you are awarded is a holistic judgement of all EPA requirements, none of the assessments are graded individually. In order to pass the apprenticeship, you must meet the expected level of quality in each assessment.

What does the EPA consist of?



Grading	
Distinction	90%
Pass	70%
Fail	<70%

PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSBs mapped to this method.

The rationale for this assessment method is:

The professional discussion was selected as a valid way to draw out KSBs, in particular behaviours. It allows for a range of examples to be brought forward during the two-way conversation. It allows the apprentice to be assessed against KSBs that may not naturally occur during other assessment methods.

It enables the apprentice to demonstrate the application of skills and behaviours as well as knowledge.

It allows scope for the apprentice to demonstrate the depth and breadth of KSBs, allowing for a distinction marking.

PROJECT PROPOSAL, PRESENTATION AND PRESENTATION

The assessment method is the production of a project proposal, presentation and questioning. The work is carried out after the apprentice has gone through the gateway section.

A project proposal involves the apprentice completing a relevant and defined piece of work that has a real business benefit. The project proposal must be undertaken after the apprentice has gone through the gateway. Apprentices will prepare and deliver a presentation that, along with the proposal, appropriately covers the KSBs assigned to this method of assessment. It will be followed by questioning from the independent assessor.

The project proposal should be designed to ensure that the apprentice's work meets the needs of the business, is relevant to their role and allows the relevant KSBs to be assessed for the EPA. The employer will ensure it has a real business application and the EPAO will ensure it meets the requirements of the EPA, including suitable coverage of the KSBs assigned to this assessment method as shown in the mapping of assessment methods. The proposal will be a detailed project implementation proposal that will enable the project to be fully implemented. The project does not need to be fully implemented during the EPA period.

Apprentices must include evidence of leadership support of the project proposal detailing what has been implemented to date, which must be included as an appendix so that this can be discussed during the presentation (this could be either an email, letter or similar written confirmation). The evidence provided must be valid and attributable to the apprentice; the project proposal must contain a statement from the employer confirming this.

FAQ's

Do I have to be in full-time employment to enrol onto this course?

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

If I apply for a job vacancy as part of my course how much will I be paid?

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for.

The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance related incentives.

Further guidance on the NMW for apprentices can be found online at www.gov.uk/nationalminimum-wage-rates.

Will I be entitled to paid annual leave whilst studying?

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit www.gov.uk/holiday-entitlement-rights.

What happens if I fall behind?

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

What happens if my employer doesn't allow me time to study?

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your learning coach.

What happens when I finish my course?

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with TCHC Group.

CONTACT US

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